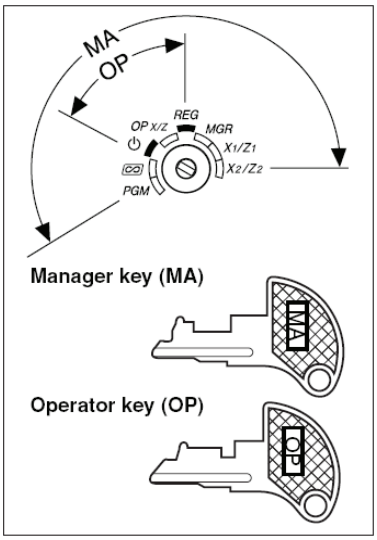
XEA303Frequently asked questions.

How do I prepare my XEA303 for set-up?

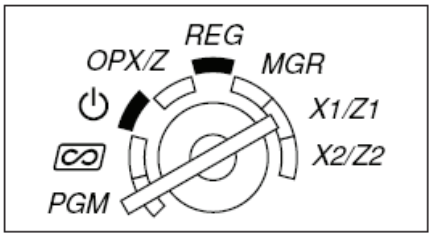
Take the XEA303 out of its box, remove the packing materials. Place the XEA303 on a flat stable surface, close to a power outlet. Also insure it will not be exposed to direct sunlight, and is away from water (taps, sinks, etc).

How do I clear the XEA303 to ready it for programming?

It is very important that you "initialise" the XEA303 correctly once you have removed it from the box, and are ready to start programming. If you do not "initialise" the XEA303, it might not work correctly.



1. Make sure the power cord plug is not inserted into the power outlet.
2. Insert the MA key into the mode switch and turn it PGM mode



3. While holding down the JOURNAL key and the CL key, insert the power cord plug into the power outlet and switch the power outlet on.
4. The display will show "***MRS. ***" . After a short time, the buzzer should sound three times. If the buzzer does not sound three times the unit is not initialised. Please unplug the unit and wait one minute before trying again.

   Note: if you press a key by mistake, an error message such as "HEAD UP" or "PAPER EMPTY" might be displayed. Install paper rolls and press the CL key to clear these errors.

How do I ensure the XEA303 will retain its programming?

The XEA303 has a built-in memory protection circuit which is operated by rechargeable batteries. These batteries must be adequately charged to allow them to provide memory backup for data stored in the XEA303.

To insure an adequate initial charge of the batteries, and help prevent possible loss of data at, and after installation of the XEA303; it is recommended that the XEA303 be allowed to charge its batteries for a period of 24 to 48 hours prior to use.

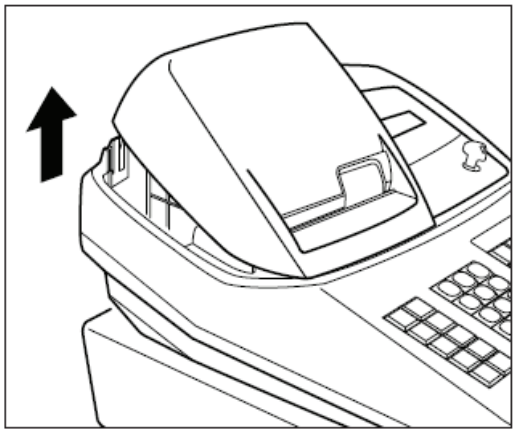
To charge the batteries plug the power plug into a power outlet, turn on the power outlet. Then turn the Mode key to any position other than the off position "⏻".

Note: If the rechargeable batteries have been discharged completely, the XEA303 will be automatically initialised when you turn on the power.

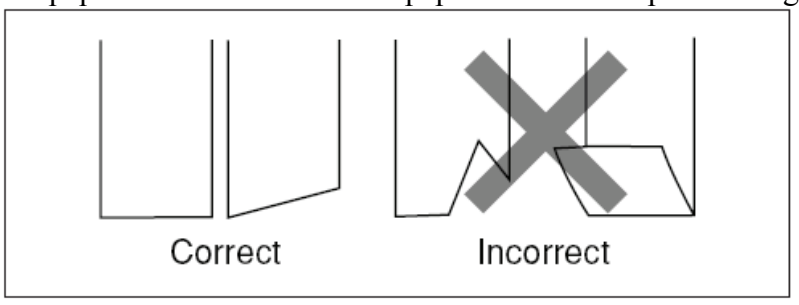
What sort of paper roll do I use, and how do I install it?

The XEA303 uses thermally sensitised paper rolls which are: 57mm wide. Their maximum diameter should be no more than 80mm.

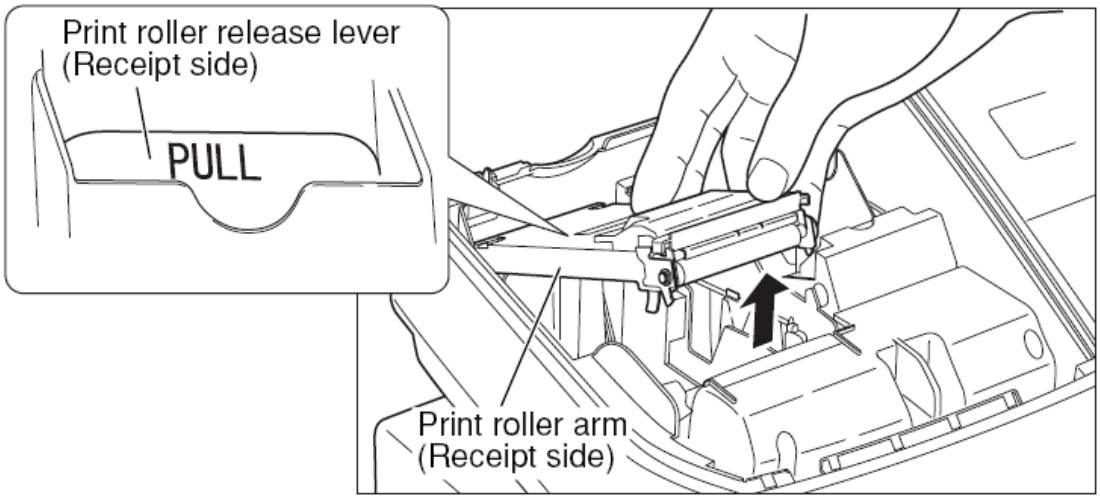
1. Remove the print cover, be careful not to cut yourself on the paper cutter.



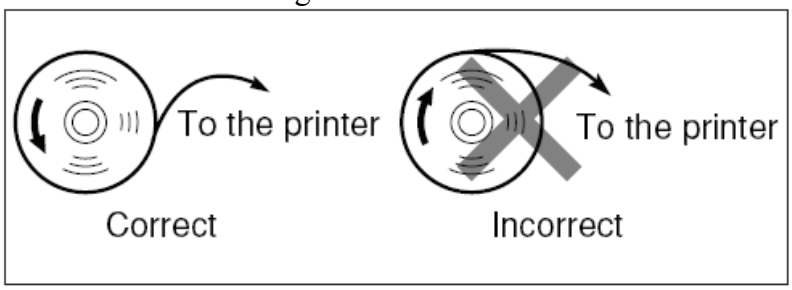
2. Prepare the paper rolls by cutting off approximately on revolution of each paper roll. Make sure each paper roll is cut as per the diagram below.



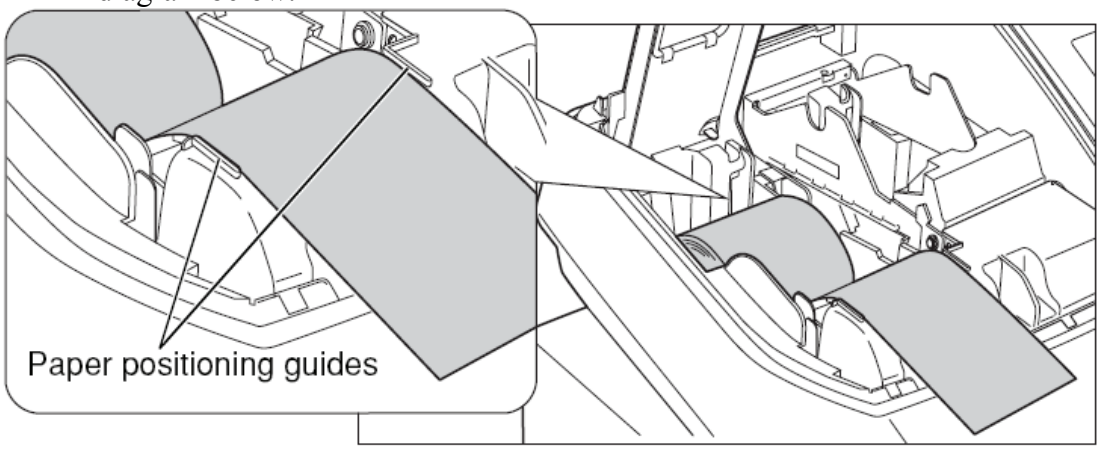
3. Lift up the receipt side print roller release lever (indicated with “PULL” on it). This will unlock and open the print roller arm.



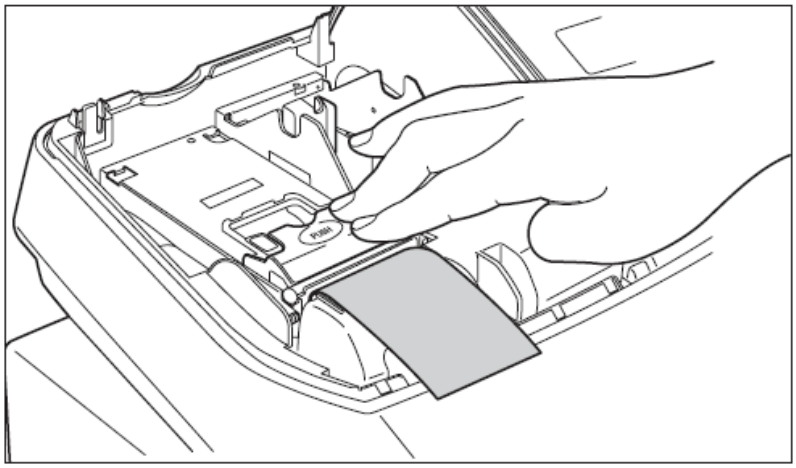
4. Set a thermally sensitive paper roll in the paper roll cradle of the receipt side; as shown in the diagram below:



5. Feed the end of the paper along with the paper position guides as shown in the diagram below.

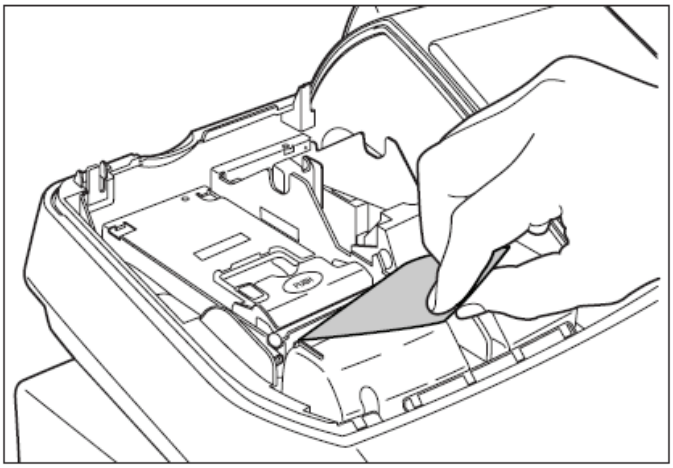


6. While holding down the paper, slowly close the print roller arm of the receipt side, and push down the “PUSH” marked part of the print roller arm until you hear a click. This means the arm is locked back in place. The paper will feed automatically

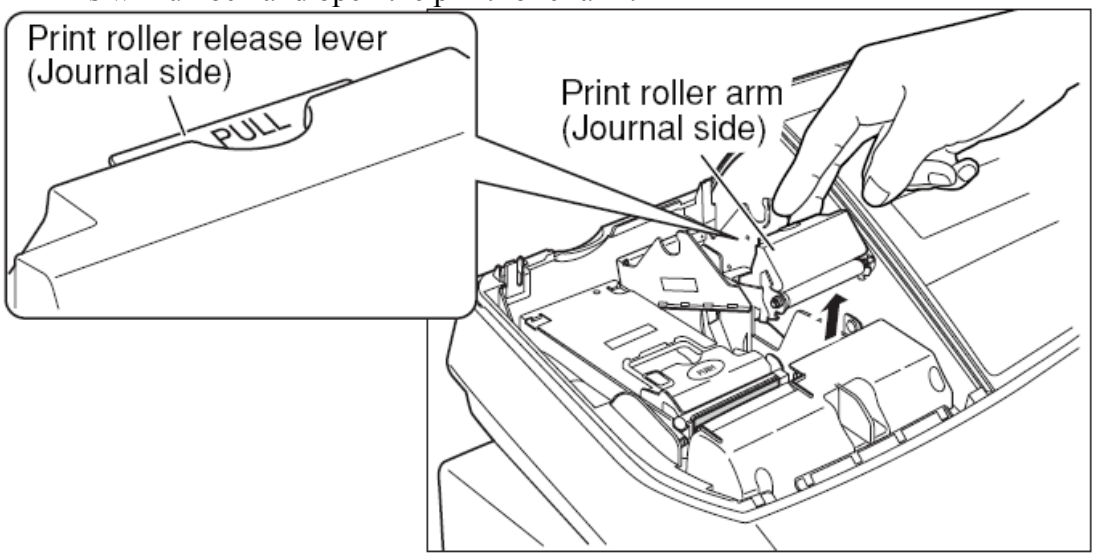


Note: If the print roller arm is not securely locked, the printer will not work correctly. If this happens; open the arm, and close it as instructed above.

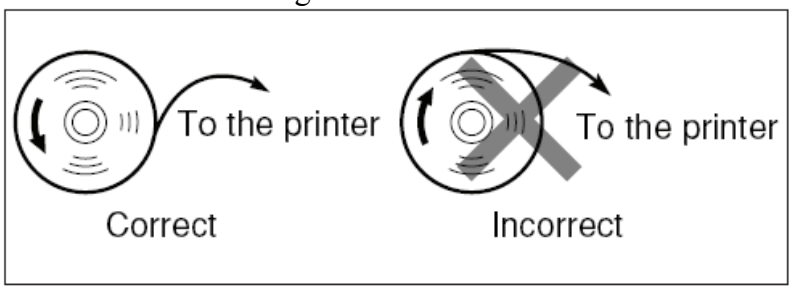
7. Cut off the excess paper using the edge of the inner cover.



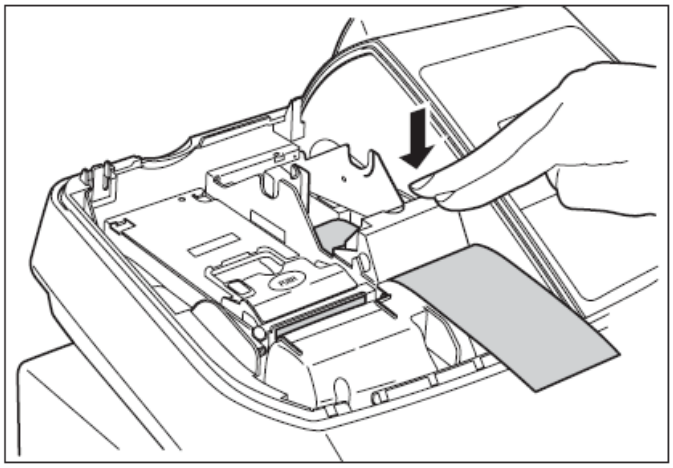
8. Lift up the journal side print roller release lever (indicated with “PULL” on it). This will unlock and open the print roller arm.



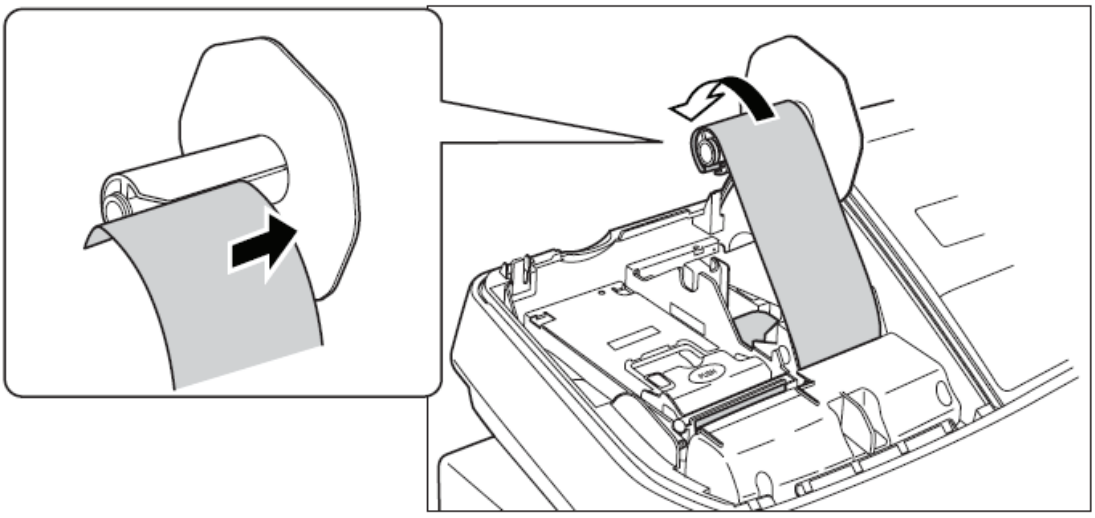
9. Set a thermally sensitive paper roll in the paper roll cradle of the journal side; as shown in the diagram below:



10. While holding down the paper, slowly close the print roller arm of the journal side, and push down the print roller arm until you hear a click. This means the arm is locked back in place. The paper will feed automatically



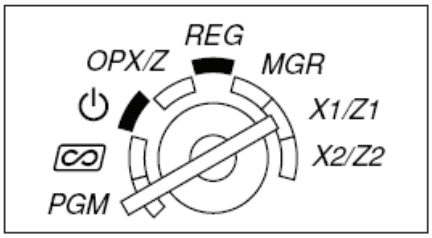
11. Insert the end of the paper into the slot in the spool. Press the JOURNAL key to feed more paper if required. Wind the paper two or three turns around the spool shaft.



12. Set the spool on the bearing and press the JOURNAL key to take up slack in the paper. Replace the external printer cover. Press the RECEIPT key to make sure the receipt paper end comes out of the printer cover and clean paper appears.
If the paper end does not come out. Open the printer cover, and pass the paper end between the paper cutter and the paper guide of the printer cover, and replace the cover.

How do I set the time and date?

1. Set the mode key to the PGM position.



2. Enter the time as a four digit number. Use the 24 hour format. For example

   2:30pm would be entered as [1] [4] [3] [0]

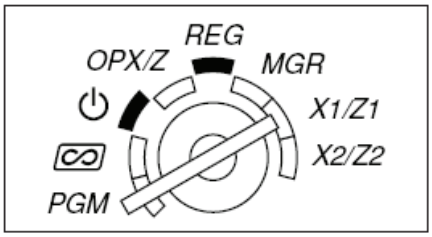
3. Press the [#/TM/ST] key

4. Enter the date as an eight digit number using the day-month-year format.
   For example:
   7th of December 2010 would be entered as [0] [7] [1] [2] [2] [0] [1] [0]

5. Press the [#/TM/ST] key

How do I set a 10% GST rate?

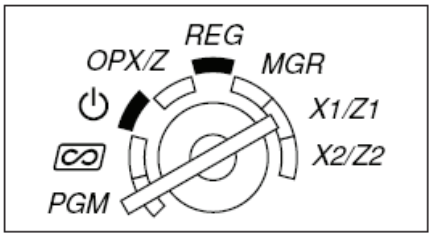
1. Set the mode key to the PGM position



2. Enter: [#/TM/ST] [9] [⊗] [1] [⊗] [1] [0] [#/TM/ST] [TL/NS]

How do I set a Department as taxable or not taxable?

1. Set the mode key to the PGM position



2. Press a Department key

For example press [2 22] to select department 2.

Press [DEPTSHIFT] then the department key for departments 21 to 40

For example to select department 22 Press [DEPT SHIFT] [2 22]

You may also enter the department's number and press the [DEPT#] key

3. Press the [00] key

4. Press the [#/TM/ST] three times

5. Press the [00] key to select "TAX 1 YES" or "TAX 1 NO on the display. Each time you press [00] the TAX1 will change from YES to NO and back again.

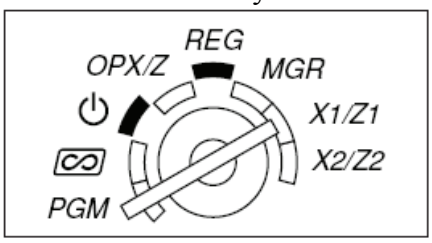
   "TAX 1 YES" means the department will be taxable.
   "TAX 1 NO" means the department will not be taxable.

6. Press the [#/TM/ST] to confirm your selection.

7. Press the [TL/NS] key to save your selection.

How do I set the letters GST to print on the receipt?

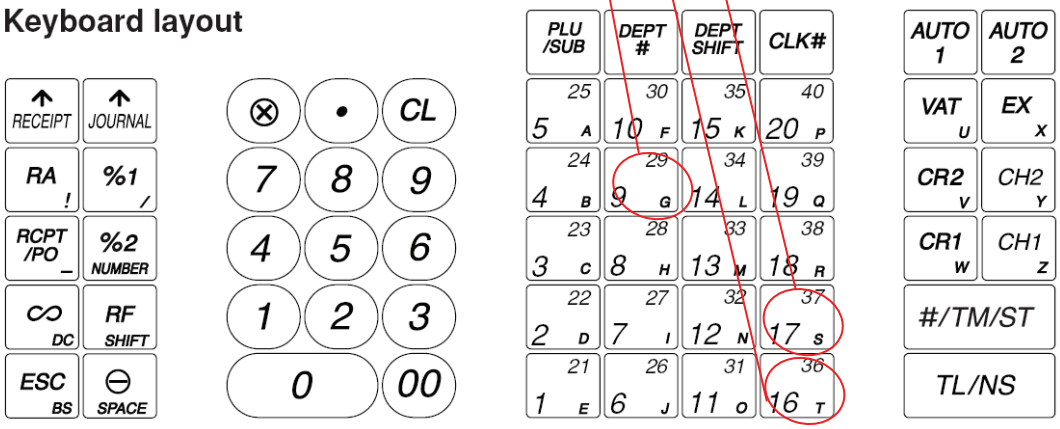
1. Set the mode key to the PGM position



2. Enter: [#/TM/ST] [3] [•] [1] [0] [⊗] [G] [S] [T] [#/TM/ST] [TL/NS]

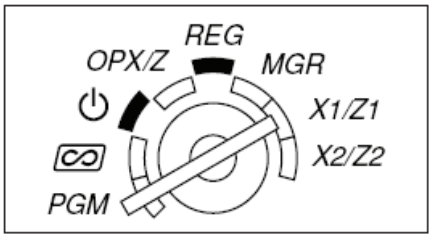
You can enter characters with the function and department keys. You will see the letters of the Alphabet in the bottom right hand corner of the key.

■ **Keyboard layout**



How do I set the $ symbol to print on receipts?

1. Set the mode key to the PGM position



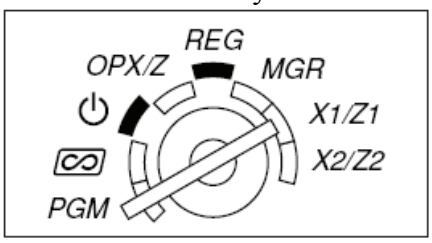
2. Enter:

[#/TM/ST] [8] [5] [•] [0] [3] [2] [00] [0] [3] [2] [00] [0] [3] [2] [00]

[0] [3] [6] [00] [#/TM/ST] [TL/NS]

How do I give a department a descriptive name?

1. Set the mode key to the PGM position



2. Press a Department key

For example press [2 22] to select department 2.

Press [DEPT SHIFT] then the department key for departments 21 to 40

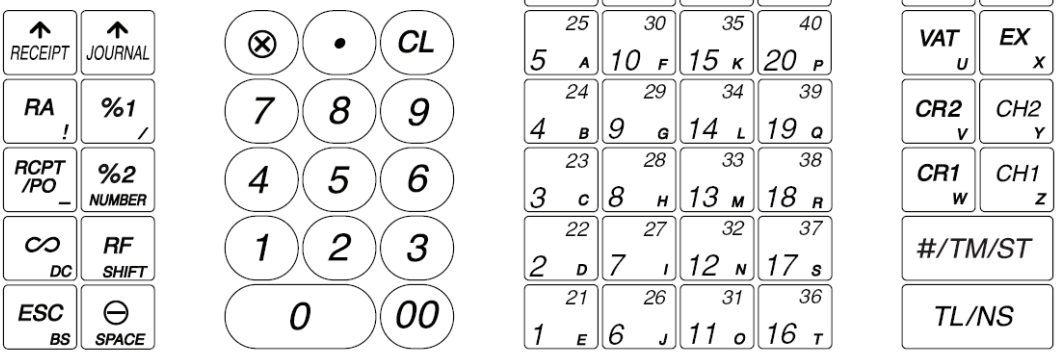
For example to select department 22 Press [DEPT SHIFT] [2 22]

You may also enter the department's number and press the [DEPT#] key

3. Press the [00] key

3. You can now enter up to 16 characters with the function and department keys. You will see the letters of the Alphabet in the bottom right hand corner of the key.

■ Keyboard layout

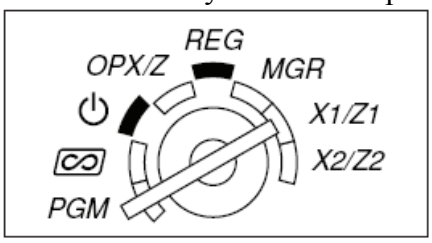


4. Press the [#/TM/ST] to confirm your selection.

5. Press the [TL/NS] key to save your selection.

How do I get my business name and ABN to print on the receipt?

1. Set the mode key to the PGM position



2. Enter: [#/TM/ST] [1] [1] [⊗] [3] [#/TM/ST] [TL/NS]

3. Type each line of your information, up to 6 lines as follows:

4. Enter the Top (first) line do the following:

[#/TM/ST] [4] [•] [1] [⊗] use the keyboard to type up to 30 characters

[#/TM/ST] [TL/NS]

5. Enter the second line do the following:

[#/TM/ST] [4] [•] [2] [⊗] use the keyboard to type up to 30 characters

[#/TM/ST] [TL/NS]

6. Enter the third line do the following:

[#/TM/ST] [4] [•] [3] [⊗] use the keyboard to type up to 30 characters

[#/TM/ST] [TL/NS]

7. Enter the fourth line do the following:

[#/TM/ST] [4] [•] [4] [⊗] use the keyboard to type up to 30 characters

[#/TM/ST] [TL/NS]

8. Enter the fifth line do the following:

[#/TM/ST] [4] [•] [5] [⊗] use the keyboard to type up to 30 characters

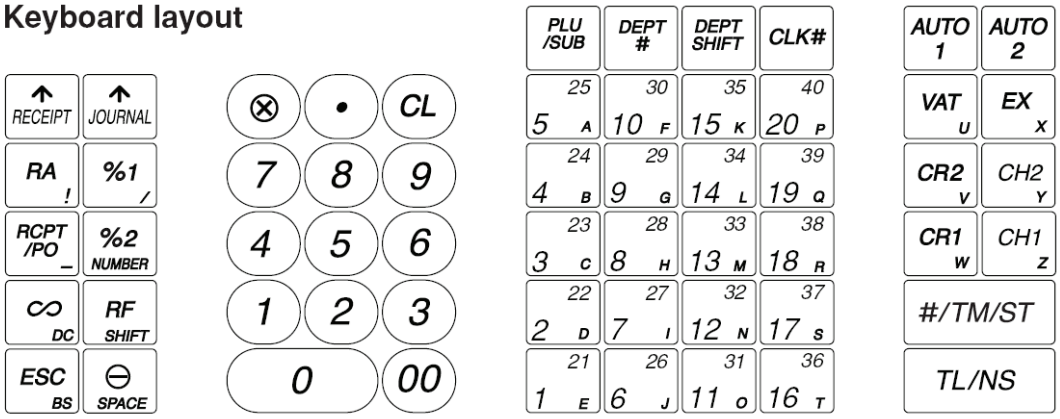
[#/TM/ST] [TL/NS]

9. Enter the sixth (last) line do the following:

[#/TM/ST] [4] [•] [6] [⊗] use the keyboard to type up to 30 characters

[#/TM/ST] [TL/NS]

■ **Keyboard layout**

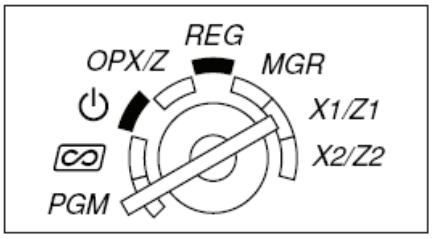


Press the [%2 NUMBER] key if you want to use the numeric key pad to type numbers.

How do I limit the information printing on the journal to save paper?

The XEA303's journal printer can be set to print limited sales data on its journal. This feature is used to save paper. When selective journal printing is active, limited details are printed for normal sales. Full details are printed for refund and void sales.

1. Set the mode key to the PGM position



2. To set the journal printer to "selective print", do the following:

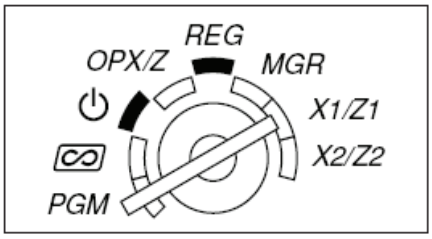
   Enter: [#/TM/ST] [6] [⊗] [0] [1] [0] [0] [0] [1] [1] [1] [#/TM/ST] [TL/NS]

3. To set the journal printer to "full print", do the following:

   Enter: [#/TM/ST] [6] [⊗] [0] [0] [0] [0] [0] [1] [1] [1] [#/TM/ST] [TL/NS]

How do I allow for printing copy receipts?

1. Set the mode key to the PGM position

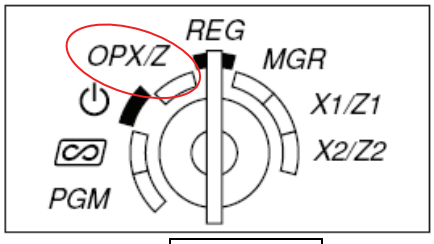


2. To allow for printing copy receipts:

   Enter: [#/TM/ST] [6] [3] [⊗] [0] [1] [0] [1] [0] [0] [0] [1] [#/TM/ST] [TL/NS]

How do I stop a receipt printing at the end of each sale?

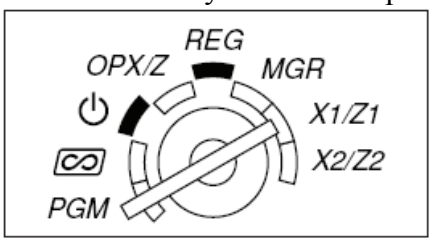
1. Turn the Mode key to OP X/Z position



2. Press the [RCPT/PO] key
3. Turn the mode key back the REG position
   A receipt will only print after a transaction if you press the [RCPT/PO] key.

How do I make the decimal point key work; so I can sell other than full units. For: example 2.5 meters of something?

1. Set the mode key to the PGM position

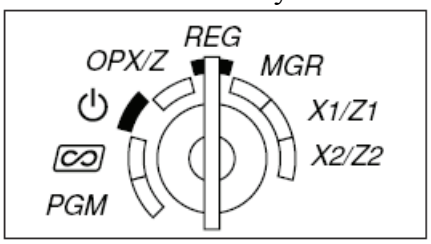


2. To allow for fractional units:

   Enter: [#/TM/ST] [5] [⊗] [0] [0] [0] [0] [0] [0] [0] [0] [#/TM/ST] [TL/NS]

How do I make a sale?

1. Turn the mode key to REG



2. Sign on a clerk. For example to sign on clerk 1 enter:

[1] [CLK#]

3. Enter the a price in cents. For example $15.00 is entered as:

   [1] [5] [0] [0]

4. Press the department key you wish to apply the $15.00 sale to for example department 2:

   [2]

5. Press [TL/NS] to finalise the sale to cash

The XEA303 display shows "NOT ASSIGNED" and I cannot make a sale. How to I fix this?

You must sign a clerk on. Please do the following to fix this problem.

1. Press the CL button to clear the "NOT ASSIGNED" message.

2. Enter: 1 CLK# to sign on clerk 1.

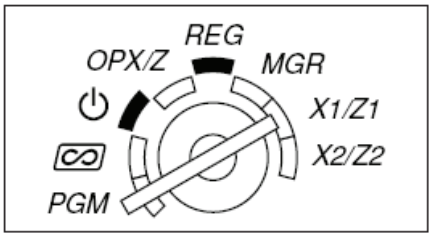
The XEA303 displays "OVER LIMIT" when I try to finalise a sale to cash. How do I fix this?

1. First you must either: finalise the sale to Credit card CR1 and CR2 or Cheque CH1 or CH2

   or do a subtotal void to clear the sale. Subtotal void is done by entering:

   #/TM/ST ∞ #/TM/ST

2. Turn the mode key to PGM



3. Enter the following:

   8 ⊗ #/TM/ST TL/NS

4. Turn the mode key back to REG.

   The "OVER LIMIT" problem should be fixed.

How do I produce sales reports?

There are two type types of reports: X or e(X)amine reports
Z or (Z)ero reports

X reports read out your sales data, but do not clear it from the XEA303
Z reports read out your sales data, and clear it from the XEA303

There are two levels of X and Z reports: Daily
Period

A daily X report allows you to examine your daily figures anytime during the day without clearing them.

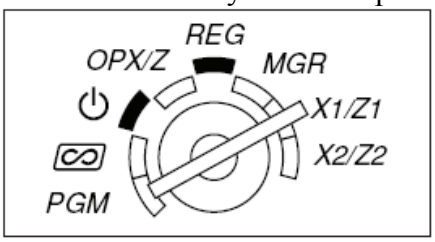
A daily Z report allows you to print out your daily figures at the end of the day, and clear them. This is done to ready the XEA303 for the next day's trading. The daily Z report also adds its data to the Period report memory.

A Period X report allows you to see your sales data for the period up to the time of the last Daily Z report.

A Period Z report allows you to print out your period sales data, and clears it to ready the XEA303 for the next period.

To produce a daily X report, do the following:

1. Turn the mode key to X1/Z1 position

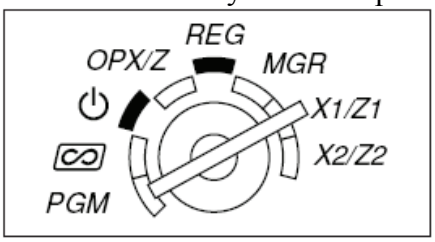


2. Press the TL/NS key

   Your daily X report will print.

To produce a daily Z report, do the following:

3. Turn the mode key to X1/Z1 position

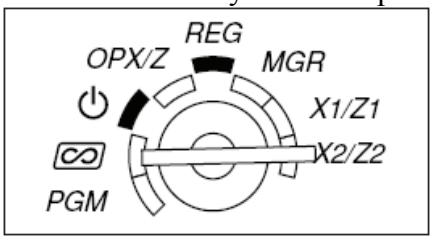


4. Press [•] [TL/NS] key

   Your daily Z report will print.

To produce a period X report, do the following:

5. Turn the mode key to X2/Z2 position

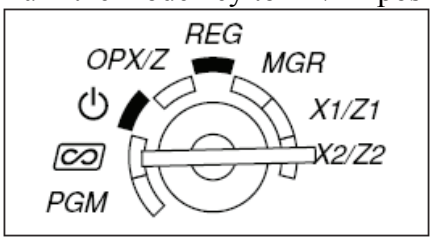


6. Press the [TL/NS] key

   Your period X report will print.

To produce a period Z report, do the following:

7. Turn the mode key to X2/Z2 position



8. Press [•] [TL/NS] key

   Your Period Z report will print.

This list of "Frequently Asked Questions", is not intended to replace the XEA303 instruction manual. It does not list all the functions and features of the XEA303.

Please refer to the XEA303 instruction manual for more guidance on functions and programming steps not covered in these "Frequently Asked Questions".